DEFENSE INFORMATION SYSTEMS AGENCY
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GIG Combat Support (NS 4)   14 November 2008

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Department of Defense (DoD) Unified Capabilities Approved Products List
(UCAPL) approval of the T-Metrics TM-2000 Multi-Purpose Automated Call
Distributor (ACD) Release Version (v) 5.0, TN 0733802

Reference: (a) DoDI 8100.3, "DoD Voice Networks," 16 Jan 2004.

1. DoD UCAPL approval of the T-Metrics TM-2000 Multi-Purpose Automated Call
Distributor (ACD) Release Version (v) 5.0, TN 0733802 has been granted. This
solution achieved IA Accreditation from the Defense IA/Security Accreditation
Working Group (DSAWG) by e-vote on 23 September 2008. This solution achieved
Interoperability Certification on 09 June 2008 from the Joint Staff. This approval is
effective upon the date of this memorandum and expires 09 June 2011 unless a
critical issue is identified that invalidates either the Interoperability or the Information
Assurance posture of this product as determined by the Joint Staff or the DISN DAA.
Please refer to the UCAPL for official posting of this solution at the following URL:
http://jitc.fhu.disa.mil/tssi/apl.html.

2. This product/solution must be implemented only in the configuration that was tested
and approved in the Interoperability Certification letter and Information Assurance
Accreditation Report (IAAR). The Interoperability certification letter containing
detailed configuration on this product will be available at the following URL:
http://jitc.fhu.disa.mil/tssi/cert_pdfs/tmetrics_tm2000_acd_v5_0.pdf. On 29 October
2008 the following extension was approved via DSAWG e-vote:
http://jitc.fhu.disa.mil/tssi/cert_pdfs/tmetrics_tm2000_acd_v5_0_dtr1.pdf. Due to
sensitivity of the information, the IAAR for this solution must be requested directly
from the Unified Capabilities Certification Office (UCCO).

3. UCCO contact Information for requesting IAAR or additional information:
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